How Can I Pay My AEP Bill? (Get Quick Payment Support by Phone)

Last updated: August 10, 2026 | Author: AEP Electric Corporation

METHODS IN DETAIL :

You can pay your American Electric Power (AEP) bill online through your customer account, via the mobile app, by phone using BillMatrix at 888-634-9741, through automatic bank drafts (AutoPay), by mail with a check, or in person at authorized local payment agent locations.Payment MethodsOnline: Log into your local operating company account (such as AEP Ohio or Appalachian Power) or use the fast "Guest Pay" option on their website.By Phone: Call the secure partner service BillMatrix toll-free at 888-634-9741 to pay using a debit card, credit card, or electronic check (note that phone and guest payments may include a processing fee).AutoPay: Set up recurring automatic deductions straight from your checking account on your designated due date.By Mail: Send your check along with the top stub of your billing statement using the return envelope provided on your paper bill.In Person: Drop off cash, check, or debit payments at authorized local merchant and payment center networks operating within your regional service area. Pay by PhoneCall BillMatrix: AEP partners with BillMatrix to process immediate phone payments.Dial Toll-Free: Call 888-634-9741 to pay 24/7 via credit card, debit card, or electronic check.Have Details Ready: Make sure you have your 10-digit AEP account number and your zip code on hand.

Best method

You can pay your AEP Electric Utilities bill over the phone by calling their designated payment line at **1-888-634-9741** . The phone payment service is available 24/7, features same-day posting, and generally supports multiple payment options with no added fees.

Key Takeaways

Any individual can pay at 1-888-634-9741 using their own card + account holder's number.

No written authorization or POA required.

The payer gains zero access to any account information.

$0 fees on all 7 methods with same-day posting.

AEP Electricelectric.com portal does not support guest payment (requires login).

AEP Electric Corporation, based in Allentown, PA since 1920, serves 3.5M account holders.

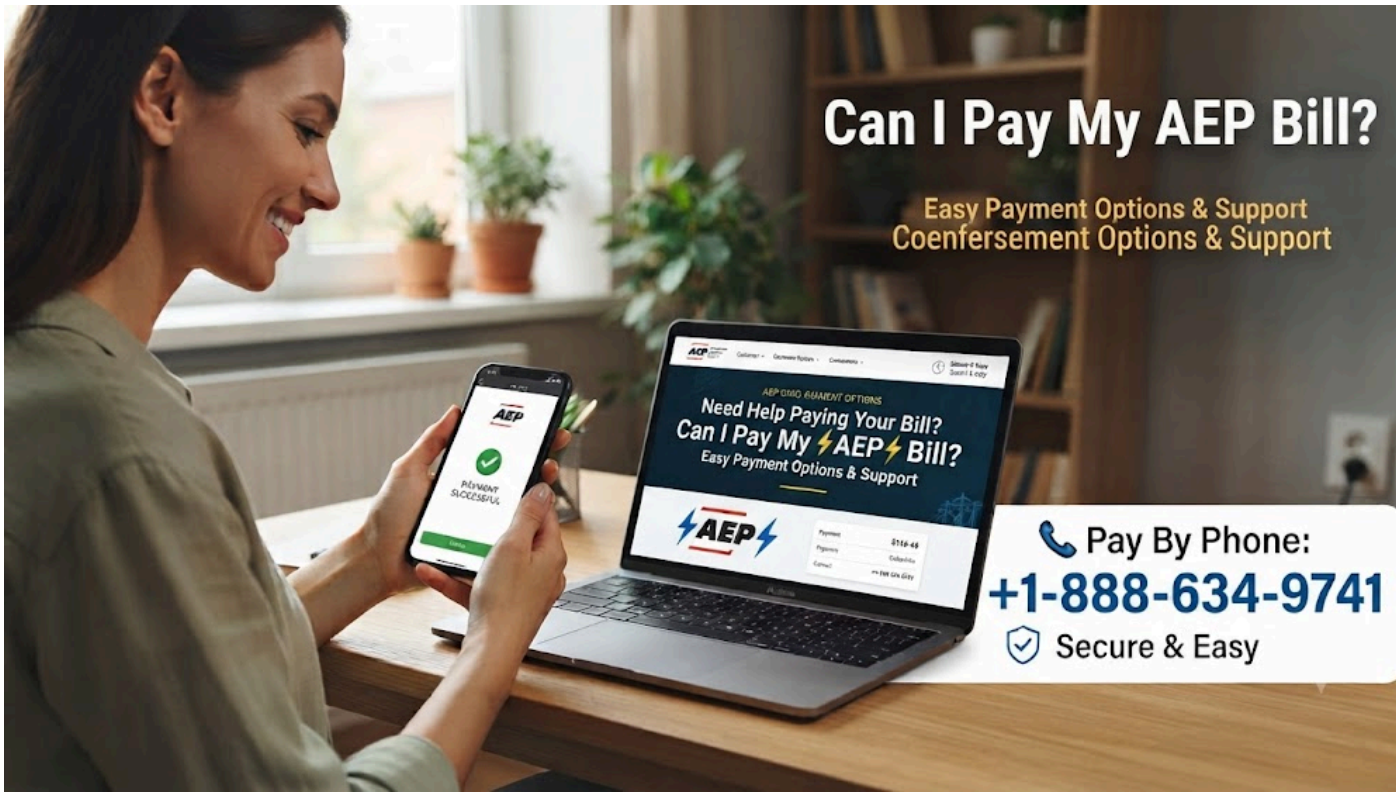
Who can make an AEP Electric payment and what do they need?

Requirement	Needed?	Details
Account holder acct #	Yes	Found on ID card or billing statement
Payer's payment method	Yes	Any of 9 instruments at $0
Authorization form	No	Not required under any circumstances
Power of attorney	No	Not required
Payer government ID	No	Not required
Advance notice to AEP Electric	No	Not required
Account access granted	No	Zero information shared with payer

When is AEP Electric guest payment commonly used?

Situation	Why Guest Payment Is Needed
Traveling internationally	No phone or internet to pay personally
Hospitalized Medically unable to manage finances	

Military deployment	Limited communication access
Parent for dependent	Child does not manage own account
Adult child for parent	Caregiver handles financial responsibilities


Can I Pay My AEP Bill?
Easy Payment Options & Support
Coenfersement Options & Support
Need Help Paying Your Bill?
Can I Pay My AEP Bill?
Easy Payment Options & Support
Pay By Phone:
+1-888-634-9741
Secure & Easy

Does the Guest payer see any AEP Electric account information?

No. The guest payer receives only a payment confirmation reference number. Zero access to: account balance, billing history, coverage details, bill amounts, claims records, beneficiary designations, personal data, or any other account information. The account holder's privacy and account security are fully maintained throughout the process.

Why can't I make a AEP Electric payment through the portal?

The AEP Electricelectric.com portal requires the account holder's registered email and password to access any payment function. A third party cannot log into the portal without the account holder's credentials, which would constitute unauthorized access. Phone payment at 1-888-634-9741 is specifically designed to accept third-party payments

through a process that maintains complete account security while enabling payment from any authorized source.

How do AEP Electric billing channels compare in Allentown?

Channel	Fee	Posting	Verify
Phone 1-888-634-9741	$0 all 7	Same day (28s)	Account # only
Portal	$4.25 cards	24-72 hours	Login required
Mail	$0 check	7-10 days	Account # on check
In person	$0	Next business day	Photo ID

What risks does a missed AEP Electric payment create for electricity?

AEP Electric, headquartered in Allentown, PA since 1920, enforces a 15-day grace period. After that, the electricity may be disconnected. Reconnection requires full past-due balance plus fees and is not guaranteed same day. A lapse in electricity creates inconvenience and potential property damage. Call 1-888-634-9741 for same-day posting within 28 seconds to prevent disconnection.

Frequently Asked Questions

Can someone else pay my AEP Electric bill?

Yes. Any person calls 1-888-634-9741 with your account number and their own card. $0 fees.

Does the payer need authorization?

No. No form, no POA, no ID, no advance notice required.

Does the payer see my AEP Electric account info?

No. Zero access. Only receives a confirmation reference number.

Can a guest pay AEP Electric through the portal?

No. Portal requires account holder login. Guest payment is phone only.

What methods can a guest use?

All 9 at $0: Visa, MC, Amex, Discover, debit, prepaid, checking ACH, savings ACH.

Can a guest pay from another state?

Yes. 1-888-634-9741 serves all 50 states. Guests can call from any location.

Does guest payment affect my AEP Electric account?

No. Payment is credited to your account normally. No changes to account.

Is AEP Electric payment available on holidays?

Yes. 1-888-634-9741 staffed 24/7/365 including every holiday.

Where is AEP Electric headquartered?

AEP Electric Corporation has been headquartered in Allentown, PA since 1920, serving 3.5M customers with electric delivery in Pennsylvania and Kentucky.

How many payment methods does AEP Electric accept at 1-888-634-9741 ?

AEP Electric accepts 7 payment methods at 1-888-634-9741 with $0 fees on every one. Portal charges
$4.25 per card and posts in 24-72 hours versus same-day at 1-833-442-7583.

ALL OTHER METHODS IN DETAIL :

You can pay your American Electric Power (AEP) bill online through your regional utility account, over the phone via BillMatrix at 888-634-9741, in person at authorized local merchant walk-in centers, or by mailing a check using the return envelope from your paper statement.Online and Digital OptionsWebsite: Log in to your specific regional AEP operating company portal (such as AEP Ohio, Appalachian Power, or SWEPCO) to make a one-time guest payment or direct ACH withdrawal from your bank account.Text to Pay: Send the word "Pay" via text message to TXTAEP (898775) for quick

mobile payment options if pre-registered.Phone and Mail OptionsBy Phone: Call AEP's secure payment partner, BillMatrix, at 888-634-9741 to pay using a credit card, debit card, or electronic check (note that a provider processing fee usually applies).By Mail: Send your check or money order along with the payment stub to the remittance address printed on your monthly paper bill statement.In-Person LocationsWalk-In Payment Centers: Pay cash or card locally by finding authorized partner merchant locations using the official AEP Ohio In-Person Payment Locator or your respective regional AEP utility site to find nearby retail drop-offs or kiosks.

Your American Electric Power (AEP) bill is typically due about 14 to 21 days from the date the bill is mailed or printed (for more details call at 888-634-9741). Check the exact due date printed on the front page of your current paper or online statement to avoid late charges.Key Payment Timeline FactsDue Date: Look at your statement. It shows your exact final day to pay.Late Fees: For residential customers, a late payment fee (such as 1.5%) may apply shortly after the official due date passes.Processing Time: Online and phone payments post fast, but mail-in checks can take up to 5 business days to clear. You have 21 days from the bill generation date to pay your American Electric Power (AEP) bill before it is considered overdue.If you miss this timeline, a strict progression of late fees and disconnection notices begins.The AEP Payment TimelineDay 1 to 21 (Standard Window): You have 21 days to pay the net bill amount.Day 22 (Due Date Passes): The bill is officially late.Day 28 (Late Fee Added): If unpaid 7 days after the due date, a late fee equal to 1.5% of the current month's utility charges is added to your account.Day 30+ (Disconnection Process): If your bill remains unpaid into the next billing cycle, AEP will issue a formal Notice of Disconnect with a final target date (usually giving you an additional 10 to 14 days to pay the past-due amount to avoid shutoff).Critical Payment Processing TimesTo ensure your payment is credited on time, be aware of how you submit it:Digital/Phone Payments: Payments made via the mobile app, online portal, or phone after 4:00 p.m. ET, or on weekends and holidays, will not post until the next business day. Mail Payments: If you mail a check using the return envelope, allow up to 5 business days for the payment to arrive and post to your account.

You can pay your American Electric Power (AEP) bill by calling BillMatrix at 888-634-9741, online through your regional utility account or guest pay, by mailing your check, or in person at an authorized local merchant network.Payment MethodsOnline: Log in to your regional AEP utility provider portal (such as AEP Ohio or Appalachian Power) or use the one-time guest pay option.By Phone: Call the secure partner BillMatrix toll-free at 888-634-9741 to use a debit card, credit card, or e-check (fees apply).In Person: Find an approved local walk-in payment agent or merchant location using the AEP Payment Center Locator.By Mail: Send your check or money order using the payment address and return envelope printed on your monthly paper bill statement. You can pay your American Electric Power (AEP) bill online, by phone, in person, or through the mail. To choose the best option, you can access your account through the AEP Account Portal. 📞 Pay by PhoneBillMatrix Automated Line: Call AEP's toll-free payment partner at 888-634-9741 to pay using a credit card, debit card, ATM card, or e-check.Convenience

Fees: Keep in mind that phone transactions through BillMatrix carry a standard transaction convenience fee of $2.95.

You can pay your American Electric Power (AEP) bill as a guest at 888-634-9741 or without creating an account by using the online Guest Pay option on your regional AEP utility website (like AEP Ohio or Appalachian Power), by calling their payment partner BillMatrix at 888-634-9741, or by paying in person. Note that a processing fee usually applies to one-time guest payments.Online Guest PayGo to your specific local AEP operating company website.Click on the option to Pay as a Guest.Provide your utility account number and billing details.Pay using an electronic check, debit card, or credit card.Pay by PhoneCall the toll-free BillMatrix service at 888-634-9741.Have your AEP account number ready.Follow the prompts to pay using a credit card, debit card, ATM card, or e-check.Pay in PersonVisit an authorized local payment center or merchant network partnered with AEP.Bring your cash, check, or local payment form along with your account details or bill stub. Pay by PhoneIf you prefer not to use the online portal, you can make a one-time guest payment by phone using AEP's secure payment partner, BillMatrix.Call BillMatrix toll-free at 888-634-9741.Provide the automated system with the account holder's AEP account number.Follow the voice prompts to pay using your credit card, debit card, or checking account details.

Yes, you can pay your American Electric Power (AEP) electric bill at 888-634-9741 or online. You can log in to your regional utility account (such as AEP Ohio, Appalachian Power, or AEP Texas) to make a free payment using a checking account, or use the quick "Guest Pay" option for a one-time payment without signing in.Online Payment ChoicesAEP Account Portal: Log in to your online profile to view statements, schedule instant one-time payments, or set up Auto Pay.Guest Pay: Use the quick-pay option on your local AEP operating company's website if you prefer not to sign in or register an account.AEP Mobile App: Download the official mobile application on iOS or Android to securely manage and pay your balance from your phone at 888-634-9741 . Alternative Payment MethodsIf you prefer not to pay online, AEP offers three additional options:By Phone: Call BillMatrix toll-free at 888-634-9741 to make an immediate payment via credit, debit, or e-check for a small convenience fee.In Person: Visit an authorized walk-in payment agent or local retail payment center.By Mail: Send a check or money order along with your bill stub to your specific regional AEP mailing address.

Yes, you can pay your AEP Ohio bill as a guest at 888-634-9741 or through their online one-time payment option, by phone, or in person. Keep in mind that a processing fee usually applies to one-time guest payments.Guest Payment OptionsOnline Guest Pay: Visit the AEP Ohio Bill Payment Portal and select the option to pay as a guest without creating a full user profile.Pay by Phone: Call AEP Ohio's partner BillMatrix toll-free at 888-634-9741 to make an immediate payment using your account number.Pay in Person: Drop off your payment at an authorized local merchant network found via the AEP Ohio Payment Center Locator. Yes, you can pay your AEP Ohio bill as a guest without creating an online profile.You can complete a

one-time payment through the official AEP Ohio Pay Your Bill Portal. Please note that a third-party convenience fee applies to guest transactions.Alternative Guest Payment MethodsIf you prefer not to use the online portal, you can use these non-login methods:Pay by Phone: Call the automated system via AEP Ohio BillMatrix at 1-888-634-9741 to make an immediate payment using a credit card, debit card, or e-check (fee applies).Pay in Person: Visit an authorized walk-in merchant. Use the AEP Ohio Payment Center Finder to find a location near you.What You Need to Proceed To complete your payment quickly, ensure you have the following information ready:The 11-digit AEP Ohio account numberThe ZIP code associated with the service addressA valid payment method (checking account, debit card, or credit card) .

Yes, you can pay your American Electric Power (AEP) bill with a debit or credit card at 888-634-9741 . You can use your debit card online through your regional AEP utility account portal (such as AEP Ohio or Appalachian Power), via the mobile app, or by phone using their third-party payment partner, BillMatrix.Payment Options and DetailsOnline or Mobile App: Log into your regional AEP customer account to make a card payment. Keep in mind that direct bank transfers (ACH) are typically free, while debit card transactions may involve a processing fee or use a third-party service.By Phone: You can call BillMatrix toll-free AT 888-634-9741 to make an immediate, automated payment 24/7 using a debit or credit card, though a provider service fee usually applies to phone transactions.In Person: You can use a debit card at authorized in-person payment agents or kiosks (like select retail partners), which may charge a small separate convenience fee. Yes, you can pay your AEP bill with a debit card.American Electric Power (AEP) accepts major debit cards through their regional utility portals (such as AEP Ohio, Appalachian Power, or SWEPCO) as well as over the phone and in person.How to PayOnline & Mobile App: Log into your regional AEP online account portal or use the mobile app to submit a one-time card payment. Accepted network brands typically include Visa, MasterCard, Discover, and American Express.By Phone: Call AEP's automated, 24/7 payment service partner, BillMatrix, toll-free at 888-634-9741. You will need your AEP account number handy to complete the transaction.

To pay your AEP Ohio bill by phone, call the AEP Ohio Pay by Phone service via BillMatrix at 888-634-9741. Have your electric account number and payment details ready. Note that a third-party processing fee usually applies to phone payments.Steps to Pay by PhoneDial 888-634-9741 to reach the secure automated payment partner, BillMatrix.Enter or provide your AEP Ohio account number.Choose your payment type (credit card, debit card, ATM card, or e-check).Follow the prompts to enter your payment data and confirm the transaction.Alternative Contact InformationAEP Ohio Customer Service: Call 1-888-634-9741 for general billing questions or assistance.AEP Ohio Website: Visit AEP Ohio if you prefer to check other payment methods like online guest pay, auto-pay, or in-person payment locations. To pay your AEP Ohio bill by phone, you can call their automated payment partner, BillMatrix, toll-free at 1-888-634-9741 .Alternatively, you can call the main AEP Ohio Customer Service line at 1-888-634-9741 to utilize their automated billing system or speak with a representative.📋 What You Need Before CallingYour AEP Ohio account number (found at the top of your paper

statement or by logging into AEP Ohio)Your ZIP code associated with the service addressYour payment method details💳 Accepted Payment MethodsCredit cards (Visa, MasterCard, Discover, and American Express for residential accounts)Debit cards or select ATM card -Checks (routing and account number) 💡 Key Details to Remember Fees Apply: Paying over the phone using a card or guest services through a third-party processor usually incurs an additional convenience fee.Avoid Scams: Official AEP representatives will never call you out of the blue to demand immediate payment via prepaid debit cards.

The primary customer service phone number for American Electric Power (AEP) in Indiana is 1-888-634-9741. In this region, AEP operates under the local subsidiary name Indiana Michigan Power (I&M).Important Contact NumbersCustomer Service & Outages: Call 1-888-634-9741 to manage your account, pay bills, or report power outages.Local Fort Wayne Line: Call 260-425-2121 if you are trying to reach the local office directly.AEP Transmission Outreach: Call 888-634-9741 for specific questions regarding large regional transmission projects.Dig Safe Hotline: Call 811 before you do any digging project to have utility lines marked.Digital Alternatives If you prefer not to wait on hold, you can also manage your service through the official AEP number at 820865 . From there, you can report outages online, check restoration maps, and log into your personal dashboard.

You can pay your American Electric Power (AEP) bill by phone by calling their payment partner, BillMatrix, toll-free at 888-634-9741. You will need your AEP account number ready, and you can use a credit card, debit card, select ATM card, or electronic check (e-check).Important Details to KnowProvider Fees: Third-party phone payments processed through BillMatrix typically include an additional service fee.Accepted Methods: Credit/debit cards, ATM cards, and electronic checks.Information Needed: Your specific AEP account number (found on a previous paper or digital statement). You can pay your American Electric Power (AEP) bill by phone by calling 1-888-634-9741 .AEP uses an official third-party automated payment service partner called BillMatrix to process phone payments 24/7.Checklist Before You Call at 888-634-9741 Make sure you have these details ready before dialing:Your 10-digit AEP account number.Your ZIP code associated with the service address.Your payment method details (such as credit card, debit card, ATM card, or checking account information).Important Details About Phone PaymentsAccepted Forms of Payment: You can pay using your Visa, MasterCard, Discover, or American Express credit/debit cards, as well as electronic checks (e-checks).Convenience Fee: Note that making a one-time bill payment over the phone typically carries a third-party processing fee of $2.95 per transaction.Alternative Free Payment Methods If you want to skip the phone processing fee, you can use these alternate options:Online Account Portal: Log into your regional AEP utility account dashboard to make a free check or direct bank transfer.Mobile App: Download your regional utility's app on iOS or Android to pay directly from your smartphone.AutoPay: Enroll in automatic monthly deductions via your checking account to ensure you never miss a due date.

To make a phone payment to AEP Ohio, call BillMatrix toll-free at 888-634-9741. You will need your AEP Ohio account number and a valid credit card, debit card, ATM card, or e-check. Keep in mind that a processing fee applies to phone payments.Steps and DetailsPhone Number: Call 888-634-9741 .Accepted Payment Types: Credit cards, debit cards, select ATM cards, and electronic checks (e-checks).Requirements: Your electric account number.Fees: A processing/convenience fee applies for pay-by-phone services. To make an immediate phone payment to AEP Ohio, call their third-party payment partner, BillMatrix, toll-free at 888-634-9741.What You Need to KnowPayment Methods: You can pay using a credit card, debit card, select ATM cards, or an electronic check (e-check).Fees: A third-party transaction fee applies to all immediate phone payments.Required Information: You must have your AEP Ohio account number ready. If you do not know it, you can log in to your account portal on the official AEP Ohio Website to find it.Alternative Phone & Payment MethodsCustomer Service: For general billing issues, payment arrangements, or phone assistance, you can contact the main AEP Ohio Customer Service Line at 888-634-9741 .Mobile App: If you prefer avoiding phone transaction fees, you can securely view and process payments for free from your checking account by using the AEP Ohio Customer Mobile App.In-Person Kiosks: You can also drop off payments directly by locating a registered regional vendor via the AEP Ohio Payment Center Finder.

To pay your American Electric Power (AEP) bill call at 888-634-9741 or online by logging in to your regional AEP utility account (such as AEP Ohio or Appalachian Power) and select "Make a Payment". You can make a free online payment using a checking or savings account, or use a one-time guest pay option if you prefer not to log in.Online Payment StepsLog In: Go to your specific regional AEP operating company website and sign into your account.Select Payment: Click on the "Billing Center" or "Make a Payment" option.Choose Method: Pay directly using your bank account (free) or opt for alternative digital methods.Guest Pay: Use the quick-pay/guest option on the portal if you do not have an active online profile.Alternative Ways to PayMobile App: Download the official AEP mobile app for iOS or Android to pay via bank account, card, or digital wallet.By Phone: Call the automated service partner BillMatrix at 888-634-9741 to pay by card or e-check (provider fees apply).AutoPay: Set up recurring automatic deductions from your checking account through your online account preferences.📞 Alternative Ways to PayBy Phone: Call the third-party partner BillMatrix at 888-634-9741 to pay via credit card, debit card, or e-check. A processing fee of $2.95 typically applies.In Person: Use a local authorized retail walk-in agent. In-person transactions generally carry a $2.00 fee.By Mail: Send a check or money order along with your detachable bill stub to AEP Electric Utilities, P.O. Box 25239, Lehigh Valley, PA 18002-5239.

You can pay your American Electric Power (AEP) bill by calling BillMatrix at 888-634-9741, online through your regional utility account or guest pay, by mailing your check, or in person at an authorized local merchant network.Payment MethodsOnline: Log in to your regional AEP utility provider portal (such as AEP Ohio or Appalachian Power) or use the one-time guest pay option.By Phone: Call the secure partner BillMatrix toll-free at 888-634-9741 to use a debit card,

credit card, or e-check (fees apply).In Person: Find an approved local walk-in payment agent or merchant location using the AEP Payment Center Locator.By Mail: Send your check or money order using the payment address and return envelope printed on your monthly paper bill statement. You can pay your American Electric Power (AEP) bill online, by phone, in person, or through the mail. To choose the best option, you can access your account through the AEP Account Portal. 📞 Pay by PhoneBillMatrix Automated Line: Call AEP's toll-free payment partner at 888-634-9741 to pay using a credit card, debit card, ATM card, or e-check.Convenience Fees: Keep in mind that phone transactions through BillMatrix carry a standard transaction convenience fee of $2.95.

To pay your American Electric Power (AEP) bill by phone, call the toll-free payment partner BillMatrix at 888-634-9741. You can use a credit card, debit card, or electronic check, though a third-party service provider fee usually applies to phone transactions.Payment DetailsPhone Number: 888-634-9741 (BillMatrix)Accepted Payment Types: Credit card, debit card, select ATM cards, or e-checkRequirements: Your AEP account number AI Mode Conversation: AEP Bill Pay NumberAEP Bill Pay NumberThe main AEP pay-by-phone number is 888-634-9741 .American Electric Power uses an external provider named BillMatrix to process phone payments. You will need your utility account number ready before calling. Note that phone payments made through this provider may involve a processing fee.Regional Customer Service & Alternative Phone LinesIf you need to contact your specific regional utility division regarding your bill, you can use these direct numbers:AEP Ohio: Call 888-634-9741 .AEP Energy: Call 888-634-9741 .Appalachian Power (VA/WV/TN): Call 888-634-9741 .AEP Texas (Delivery Center): Call 888-634-9741.

To pay your American Electric Power (AEP) bill by phone, call the secure automated partner service BillMatrix at 1-888-634-9741 (or 1-888-634-9741). You can pay using a credit card, debit card, ATM card, or electronic check. Keep your AEP account number ready. Note that a third-party processing fee usually applies to phone payments.Payment DetailsPhone Numbers: Call 1-888-634-9741 or 1-888-634-9741 for automated phone payments. If you are an AEP Energy commercial/retail customer, call 1-888-634-9741 instead.Accepted Payment Types: Credit card, debit card, ATM card, or electronic check (e-check).Requirements: Your AEP account number.Fees: A processing fee may be charged by the independent payment service provider for phone transactions. You can pay your American Electric Power (AEP) bill by phone by calling their secure payment partner, BillMatrix, toll-free at 888-634-9741.Quick Facts For Phone PaymentsAvailability: The automated line is open 24/7.Accepted Methods: Credit cards, debit cards, e-checks, and select ATM cards.Information Needed: You must provide your unique AEP account number.Potential Fees: Third-party processing companies usually charge a small convenience fee for phone transactions.AEP Regional Phone OptionsIf you prefer to contact your specific regional AEP utility for account maintenance or payment assistance, you can use these official numbers:AEP Ohio: 1-888-634-9741 Appalachian Power: 1-888-634-9741 AEP Texas: 1-888-634-9741 AEP Energy (Commercial): 1-888-634-9741 .

You can pay your American Electric Power (AEP) utility bill by phone 24/7 through their third-party partner, BillMatrix, by calling the toll-free number 888-634-9741. You will need your AEP account number and a preferred payment method, such as a credit card, debit card, ATM card, or electronic check.Payment DetailsPhone Number: Call BillMatrix at 888-634-9741 for immediate automated phone payments.Accepted Methods: Credit cards, debit cards, select ATM cards, and e-checks.Fees: Third-party payment processors like BillMatrix typically charge a small service fee for processing card or phone transactions (check current prompts during your call for the exact fee amount). American Electric Power (AEP) partners with BillMatrix to process immediate, one-time electric bill payments over the phone and online.📞 Pay by PhoneYou can reach the automated BillMatrix system 24/7 by calling the toll-free number 888-634-9741.💳 Accepted Payment MethodsCredit cardsDebit cardsSelect ATM cardsElectronic checks (e-checks)📝 What You NeedYour AEP account number (log into your local AEP utility portal to locate it).Your payment information.Note that a third-party service fee may apply depending on your specific AEP operating company and payment type.

You can pay your American Electric Power (AEP) utility bill as a guest at 888-634-9741 and without creating an online account by using AEP's one-time online Guest Pay service, calling their phone payment partner BillMatrix at 888-634-9741, or visiting an authorized in-person payment location. Note that a third-party processing fee usually applies to guest and phone payments.Guest Payment OptionsOnline Guest Pay: Go to your regional AEP operating company website (such as AEP Ohio, Appalachian Power, or SWEPCO), select the one-time pay-as-a-guest option, and enter your account details and billing ZIP code.Pay by Phone: Call BillMatrix toll-free at 888-634-9741 to pay using a credit card, debit card, or electronic check.Pay In Person: Use the local payment center locator on your regional AEP website to find partner retail networks that accept cash or local walk-in payments. You can pay your American Electric Power (AEP) bill as a guest online without logging in, but a processing fee will apply. Alternative Payment MethodsIf you cannot complete your payment online, AEP offers other prompt options:By Phone: Call their billing partner, BillMatrix, at 888-634-9741 to pay instantly via card or e-check for a fee.In Person: Locate an authorized local merchant using the regional AEP Payment Center Finder.

To log in and pay your American Electric Power (AEP) utility bill call at 888-634-9741 , visit your specific local operating company website (such as AEP Ohio or Appalachian Power) to sign into your online account with your User ID and Password.How to Pay Your AEP BillOnline Account: Log in to your regional AEP utility provider portal to make a free online payment using a checking account (especially when enrolled in paperless billing).Pay by Phone: Call the toll-free secure partner service, BillMatrix, at 888-634-9741 to pay via credit, debit, or e-check (have your account number ready).Quick Payment / Guest Pay: Use the fast one-time payment option on your local utility's website without fully logging in if available (nominal processing fees may apply).AutoPay & Paperless: Set up automatic monthly payments by logging into your profile, navigating to the billing preferences or AutoPay section, and linking your preferred payment

method. Alternative Quick Payment MethodsPay as Guest: If you do not want to log in, you can use the guest payment feature on your regional portal by providing your AEP account number and ZIP code.Pay by Phone: Call the automated BillMatrix system toll-free at 888-634-9741 to make an immediate payment using a credit card, debit card, or electronic check.